

# Justice Courts

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## Department Purpose

To provide fair and equal access to court services in a neutral environment for local citizens such as impartial adjudication of traffic, civil, County violations, animal regulation and small claims cases.

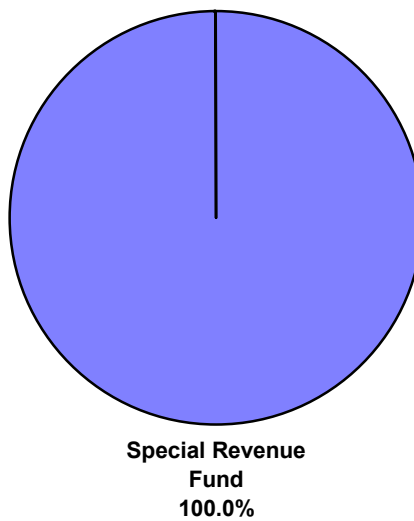
## Total Expenditures

\$3,599,592

### FY 09-10 Expenditures by Division



### FY 09-10 Budget by Fund



# Justice Courts

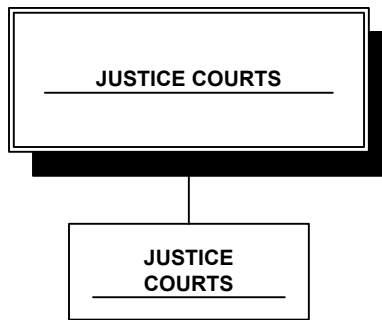
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## Department Overview

Lane County operates three (3) Justice Courts, located in Florence, Springfield and Oakridge. They provide adjudication of violations of fish and game, marine, railroad, truancy, animal regulation, weighmaster, parks, waste management, traffic and civil complaints filed within their district. The Courts also operate as small claims courts under state statute.

Some of the agencies served are: Oregon State Police, Lane County Sheriff, Lane County Parks, Lane County Waste Management, Lane County Animal Services, Lane County Weighmaster, Oregon State Weighmaster, Bureau of Land Management, Lane ESD, Union Pacific Railroad, the Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians Police Department, and occasionally a local municipality.

The Justice Courts also make up the judicial component of a traffic safety system that includes the Sheriff's Department Traffic Safety/First Responder Team. The system is designed to be self-supporting.



## Goals & Objectives

Justice Court Core values are:

- Justice
- Integrity
- Respect
- Courtesy
- Customer Service
- Timeliness
- Accuracy
- Education

The Justice Court staffs continue to recognize and respond to these values as an integral part toward their goal of impartial justice.

## Justice Courts

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### **Key Accomplishments in FY 08-09**

Commitment to core values continues, and equal weight is given to each attribute. The Justice Courts provide excellent customer service.

A survey instrument for User Satisfaction was utilized for those who visit the court in person. The survey instrument incorporates questions on justice and fairness, as well as service. In addition, an on-line survey link was available for the year on the Justice Court pages of the County website regarding User Satisfaction. Good responses were received on both surveys.

The on-line survey brought forth the defendants' interest in utilization of new technologies, such as making internet payments, downloading and filing fillable court forms, and making credit card payments by phone. Credit card payments by phone have now been established, with the others on the horizon.

The Justice Courts website has been revised to add Wedding and Notary information and continues to be expanded as staff time allows. Answers to FAQ's (Frequently Asked Questions) are an upcoming addition. Fillable forms are forthcoming for the County, which will allow the addition of some on-line forms.

The license resuspension project has been very successful and has increased revenue. Justice Court judgments cover 20 years. The Oregon Department of Motor Vehicles (DMV) has a 10 year "suspension hold, with "license reinstatement eligibility" at the end of that period. Resuspension of driver licenses of defendants with outstanding debt on old cases now deemed eligible for reinstatement by DMV has brought a strong yield.

Continued refinements are being made in the identification, clarification, and streamlining of Business Requirements for the new AIRS computer system. Additional time and resources will need to be committed as the project continues. The Court staff looks forward to upgraded functionality, including internet payments, document imaging, the move toward electronic citations and case workflow, and the implementation of automatic phone payments on voice recognition telephones.

Education of court staff continues to be a priority, and is included as a Core Value of the court standards. Due to budget constraints, less money is available for staff training. Succession planning and training has been implemented. Cross-training of clerks continues with rotation of staff duties.

### **Changes, Challenges & Opportunities for FY 09-10**

#### *Challenges*

- Recovery of unpaid fines continues as a priority. Currently over \$18 million of unpaid fines, plus accrued interest, are assigned to Professional Credit Services (PCS). PCS is very successful with their collection rates for the court, collecting over \$1.1 million in FY 2008 on Central Lane's delinquent accounts.
- The local consortium of courts and law enforcement agencies continues participation in building a new integrated system for Law Enforcement, Courts, and Field Based Reporting. It may be another year or two before the first component is completed and tested. The allocation of considerable court staff resources remains part of their commitment to this project.
- The lack of stable long term revenue for the County's budget has had an effect on the Courts. The Traffic Safety Team has often been diverted by the Sheriff's Office as First Responders to emergencies. This has restricted the use of the Traffic Team in their regular duties of Traffic Safety.
- Lack of stable long term funding will also slow progress on the electronic enhancements included in the new AIRS rebuild. Lack of funding is currently impeding progress on enhanced technology.

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The Justice Courts are currently behind the local municipal courts in providing progressive technological advances.

- As court staff ages, retirements will be forthcoming in the next few years. Succession planning is a vital piece for business continuity and coverage of court workflow and procedures.

*Opportunities:*

- The new computer system will retain current functionality, plus include enhancements to streamline court processes. Refinement of the Business Requirements will enhance design. The automated Small Claims/Civil component is one example that will greatly benefit all three courts, as these processes are currently manual. Small Claims/Civil may be in the second delivery.
- Future enhancements that will improve customer service are: ability to make internet payments; ability to make IVR (interactive voice recognition technology) payments over the phone 24 hours a day; ability to have user kiosks placed in public places where information and payments can be transacted (e.g., in lobby, at Public Service Building, in local malls), document imaging and moving to electronic caseflow management and electronic citations, and will all be beneficial improvements and increase client service delivery.
- The Court is investigating placing liens on property owned by defendants with uncollected fines owing to the County. This will be valuable if the current property owners who owe money to the court sell their property. This has been moving slowly toward a procedure and process due to staffing levels, but is still on the horizon, and may increase revenue in the long term.
- Partial Amnesty Program – Effort has been expended toward increased revenue by the possibility of offering an “amnesty” program to those cases outstanding in Collections prior to 2003\*. This would possibly include a reduction of a portion of fines and interest, resulting in a lower amount due. When that amount was paid, driver suspensions could be lifted, and the cases would be closed.  
\*Cases prior to 2003 were selected because the fine structure changed in 2004, which limits the amount a fine can be reduced. There are cases dating from 1995 at the Collection agency.

### **Performance Management**

The Justice Courts provide high quality government services in a neutral environment. Enhancements have been made to the Justice Courts website. Additional web improvements are a future goal. User Satisfaction surveys are actively distributed at least quarterly to all who visit the court, and are available at the court at all times. In addition an internet survey was on-line for a period of a year. Excellent feedback has been received on both surveys. The internet survey comments stress the strong appeal of technological advances in utilizing internet fine payments, fillable court forms, and downloadable court documents that can be filed electronically.

<b>DEPARTMENT PERFORMANCE MEASURES</b>						
<b>Performance Measures</b>	<b>2006-07 Actual</b>	<b>2007-08 Actual</b>	<b>2008-09 Actual</b>	<b>2008-09 Target</b>	<b>2008-09 Perf. Index</b>	<b>2009-10 Target</b>
Customer satisfaction	Very Good	Excellent	Excellent	Excellent	On target	Excellent
%timely distribution of funds	100%	100%	100%	100%	On target	100%
Prompt case management (within 3 days)	Excellent	Excellent	Excellent	Excellent	On target	Excellent
Impartial Justice	N/A	Excellent	Excellent	Excellent	On target	Excellent

## Justice Courts

DEPARTMENT FINANCIAL SUMMARY						
	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Curr Bgt	FY 09-10 Proposed	\$ Chng Fr Curr	% Chng Fr Curr
<b>RESOURCES:</b>						
Fines, Forf, and Penalties	2,387,808	1,732,982	3,540,921	2,977,665	(563,256)	-15.91%
Fees and Charges	469,431	487,833	344,110	392,391	48,281	14.03%
Administrative Charges	27,393	25,595	21,010	29,273	8,263	39.33%
<b>Total Revenue</b>	<b>2,884,632</b>	<b>2,246,410</b>	<b>3,906,041</b>	<b>3,399,329</b>	<b>(506,712)</b>	<b>-12.97%</b>
Resource Carryover	0	3,000	1,446	0	(1,446)	-100.00%
Fund Transfers In	34,551	78,675	195,452	200,263	4,811	2.46%
<b>TOTAL RESOURCES</b>	<b>2,919,184</b>	<b>2,328,085</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>
<b>EXPENDITURES:</b>						
Personnel Services	861,681	859,228	963,671	963,185	(486)	-0.05%
Materials and Services	569,447	573,736	515,835	594,217	78,382	15.20%
Fiscal Transactions	1,485,056	893,675	2,623,433	2,042,190	(581,243)	-22.16%
<b>TOTAL EXPENDITURES</b>	<b>2,916,184</b>	<b>2,326,639</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>
<b>Total FTE</b>	<b>11.95</b>	<b>11.95</b>	<b>11.95</b>	<b>10.95</b>	<b>(1.00)</b>	<b>-8.37%</b>
<b>EXPENDITURES BY FUND</b>						
Special Revenue Fund	2,916,184	2,326,639	4,102,939	3,599,592	(503,347)	-12.27%
<b>TOTAL FUNDS</b>	<b>2,916,184</b>	<b>2,326,639</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>

DEPARTMENT FINANCIAL SUMMARY BY PROGRAM						
	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Curr Bgt	FY 09-10 Proposed	\$ Chng Fr Curr	% Chng Fr Curr
<b>PROGRAMS</b>						
Florence Justice Court	166,563	176,579	171,205	179,837	8,632	5.04%
Central Lane Justice Court	2,591,043	1,982,202	3,751,872	3,228,928	(522,944)	-13.94%
Oakridge Justice Court	158,579	167,858	179,862	190,827	10,965	6.10%
<b>TOTAL EXPENDITURES</b>	<b>2,916,184</b>	<b>2,326,639</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>

## Justice Courts

<b>DEPARTMENT REVENUE SUMMARY</b>						
<b>REVENUE ACCOUNTS</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Curr Bgt</b>	<b>FY 09-10 Proposed</b>	<b>\$ Chng Fr Curr</b>	<b>% Chng Fr Curr</b>
Local Fines	2,456	1,728	0	0	0	0.00%
Court Fines	933,443	580,906	2,725,221	2,035,846	(689,375)	-25.30%
Collection Agency Receipts	1,328,936	1,033,606	730,000	850,000	120,000	16.44%
Drivers License Suspension	75,207	75,042	55,500	55,000	(500)	-0.90%
Fines From Other Courts	47,766	41,700	30,200	36,819	6,619	21.92%
<b>FINES, FORF, AND PENALTIES</b>	<b>2,387,808</b>	<b>1,732,982</b>	<b>3,540,921</b>	<b>2,977,665</b>	<b>(563,256)</b>	<b>-15.91%</b>
Justice Court Fees	468,671	486,344	343,200	390,697	47,497	13.84%
Miscellaneous Svc Charges	795	1,650	810	1,494	684	84.44%
Refunds & Reimbursements	0	30	0	0	0	0.00%
Cash Over & Under	(35)	(192)	100	200	100	100.00%
<b>FEES AND CHARGES</b>	<b>469,431</b>	<b>487,833</b>	<b>344,110</b>	<b>392,391</b>	<b>48,281</b>	<b>14.03%</b>
Admin Charges Ext Source	23,187	22,562	18,000	26,000	8,000	44.44%
Departmental Administration	4,206	3,033	3,010	3,273	263	8.74%
<b>ADMINISTRATIVE CHARGES</b>	<b>27,393</b>	<b>25,595</b>	<b>21,010</b>	<b>29,273</b>	<b>8,263</b>	<b>39.33%</b>
Fund Balance	0	3,000	1,446	0	(1,446)	-100.00%
Transfer Fr Int Svc Fnds	0	0	9,858	0	(9,858)	-100.00%
Intrafund Transfer	34,551	78,675	185,594	200,263	14,669	7.90%
<b>FISCAL TRANSACTIONS</b>	<b>34,551</b>	<b>81,675</b>	<b>196,898</b>	<b>200,263</b>	<b>3,365</b>	<b>1.71%</b>
<b>TOTAL RESOURCES</b>	<b>2,919,184</b>	<b>2,328,085</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>

## Justice Courts

<b>DEPARTMENT EXPENSE SUMMARY</b>						
<b>EXPENDITURE ACCOUNTS</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Curr Bgt</b>	<b>FY 09-10 Proposed</b>	<b>\$ Chng Fr Curr</b>	<b>% Chng Fr Curr</b>
Permanent Operating Salaries	490,002	468,841	517,168	516,499	(669)	-0.13%
Extra Help	3,834	13,382	12,657	16,500	3,843	30.36%
Overtime	0	143	200	200	0	0.00%
Reduction Unfunded Vac Liab	4,113	13,112	17,848	3,618	(14,230)	-79.73%
Compensatory Time	7,247	4,058	6,004	15,204	9,200	153.23%
Employee Benefits	324,241	0	0	0	0	0.00%
Risk Management Benefits	379	372	396	341	(55)	-13.89%
Social Security Expense	0	31,087	33,196	31,919	(1,277)	-3.85%
Medicare Insurance Expense	0	7,270	7,744	7,455	(289)	-3.73%
Unemployment Insurance (State)	0	5,594	6,024	5,905	(119)	-1.98%
Workers Comp	0	1,754	1,608	1,561	(47)	-2.92%
Disability Insurance - Long-term	0	4,099	5,288	5,026	(262)	-4.95%
PERS - OPSRP Employer rate	0	58,165	63,868	49,683	(14,185)	-22.21%
PERS Bond	31,866	31,628	30,850	40,164	9,314	30.19%
PERS - 6% Pickup	0	28,742	32,116	30,908	(1,208)	-3.76%
Health Insurance	0	144,842	177,489	186,053	8,564	4.83%
Dental Insurance	0	13,818	16,393	16,348	(45)	-0.27%
Vision Insurance	0	2,727	3,250	4,140	890	27.38%
EE Assistance Pgm - IBH	0	761	804	720	(84)	-10.45%
Life Insurance	0	1,572	2,496	2,304	(192)	-7.69%
Flexible Spending	0	110	156	144	(12)	-7.69%
Disability Insurance - Short Term	0	289	336	312	(24)	-7.14%
Defer. Comp Employer Contrib.	0	2,246	1,716	2,592	876	51.05%
Retiree Medical	0	24,614	26,064	25,589	(475)	-1.82%
<b>PERSONNEL SERVICES</b>	<b>861,681</b>	<b>859,228</b>	<b>963,671</b>	<b>963,185</b>	<b>(486)</b>	<b>-0.05%</b>
Professional & Consulting	266,619	262,730	208,200	261,100	52,900	25.41%
Court Related Personal Service	8	0	0	0	0	0.00%
Banking & Armored Car Svc	2,689	2,532	2,000	3,000	1,000	50.00%
Subscriptions	0	390	0	0	0	0.00%
Refuse & Garbage	902	1,146	1,000	1,500	500	50.00%
Light, Power & Water	9,075	8,532	4,000	6,960	2,960	74.00%
Telephone Services	15,721	14,772	13,400	13,100	(300)	-2.24%
Purchased Insurance	4,323	2,550	2,601	2,755	154	5.92%
Damage Claims	0	107	0	0	0	0.00%
Maintenance of Equipment	1,131	1,829	960	560	(400)	-41.67%
Maintenance of Structures	4,915	5,271	6,150	6,150	0	0.00%
Maintenance of Grounds	1,583	0	650	0	(650)	-100.00%
Maintenance Agreements	5,279	5,602	5,000	4,400	(600)	-12.00%
External Equipment Rental	0	40	0	0	0	0.00%
Real Estate & Space Rentals	69,120	70,909	72,000	72,000	0	0.00%
Fleet Services Rentals	351	281	114	0	(114)	-100.00%
Fleet Equipment Services	0	0	17	0	(17)	-100.00%
Copier Charges	1,730	1,707	1,773	2,683	910	51.33%

## Justice Courts

<b>DEPARTMENT EXPENSE SUMMARY</b>						
<b>EXPENDITURE ACCOUNTS</b>	<b>FY 06-07</b>	<b>FY 07-08</b>	<b>FY 08-09</b>	<b>FY 09-10</b>	<b>\$ Chng</b>	<b>% Chng</b>
	<b>Actual</b>	<b>Actual</b>	<b>Curr Bgt</b>	<b>Proposed</b>	<b>Fr Curr</b>	<b>Fr Curr</b>
Mail Room Charges	945	500	300	200	(100)	-33.33%
Direct/Information Services	103,108	109,801	109,788	134,928	25,140	22.90%
County Overhead Charges	37,518	41,570	43,501	44,985	1,484	3.41%
PC Replacement Services	9,319	7,050	6,110	6,675	565	9.25%
Office Supplies & Expense	9,321	6,909	7,451	7,450	(1)	-0.01%
Educational Materials	30	39	100	455	355	355.00%
Membrshp/Professionl Licenses	1,898	1,971	1,800	1,300	(500)	-27.78%
Printing & Binding	1,788	1,350	1,850	2,050	200	10.81%
Advertising & Publicity	160	550	874	874	0	0.00%
Postage	7,509	8,053	10,550	10,550	0	0.00%
Radio/Comm. Supplies & Svcs	0	104	0	0	0	0.00%
DP Supplies And Access	1,613	2,908	3,500	2,500	(1,000)	-28.57%
DP Equipment	0	0	1,500	0	(1,500)	-100.00%
Furniture, Equipment & Tools	0	1,127	1,500	0	(1,500)	-100.00%
Library - Serials & Conts	510	975	0	0	0	0.00%
Miscellaneous Supplies	114	8	200	50	(150)	-75.00%
Safety Supplies	0	127	150	150	0	0.00%
Janitorial Supplies	761	732	700	700	0	0.00%
Building Materials Supplies	2,200	0	34	0	(34)	-100.00%
Business Expense & Travel	2,334	1,133	2,550	1,950	(600)	-23.53%
Awards & Recognition	0	216	150	0	(150)	-100.00%
Outside Education & Travel	6,579	9,451	4,212	4,242	30	0.71%
County Training Classes	176	686	1,050	950	(100)	-9.52%
Training Services & Materials	120	76	100	0	(100)	-100.00%
Miscellaneous Payments	(3)	0	0	0	0	0.00%
<b>MATERIALS &amp; SERVICES</b>	<b>569,447</b>	<b>573,736</b>	<b>515,835</b>	<b>594,217</b>	<b>78,382</b>	<b>15.20%</b>
Transfer To General Fund	0	490,000	1,555,000	1,296,734	(258,266)	-16.61%
Intrafund Transfer	1,485,056	403,675	1,068,433	745,456	(322,977)	-30.23%
<b>FUND TRANSFERS</b>	<b>1,485,056</b>	<b>893,675</b>	<b>2,623,433</b>	<b>2,042,190</b>	<b>(581,243)</b>	<b>-22.16%</b>
<b>TOTAL EXPENDITURES</b>	<b>2,916,184</b>	<b>2,326,639</b>	<b>4,102,939</b>	<b>3,599,592</b>	<b>(503,347)</b>	<b>-12.27%</b>